

SHELTER RESIDENT SERVICES TEAM LEADER (NQS)

RESOURCE CATEGORY	Mass Care Services
RESOURCE KIND	Personnel
OVERALL FUNCTION	The Shelter Resident Services Team Leader oversees shelter staff and residents
COMPOSITION AND ORDERING SPECIFICATIONS	<ol style="list-style-type: none"> 1. This position can be ordered as a single resource or in conjunction with a NIMS typed team (Shelter Management Team). 2. Requestor specifies any additional qualifications necessary based on incident complexity and needs 3. Discuss logistics for deploying this position, such as working conditions, length of deployment, security, lodging, transportation, and meals, prior to deployment

Each type of resource builds on the qualifications of the type below it. For example, Type 1 qualifications include the qualifications in Type 2, plus an increase in capability. Type 1 is the highest qualification level.

COMPONENT	TYPE 1	TYPE 2	TYPE 3	NOTES
DESCRIPTION	Same as Type 2, PLUS: Oversees staff in a shelter with more than 2,000 residents and may supervise multiple Type 2 Shelter Resident Services Team Leaders assigned as deputies	Same as Type 3, PLUS: Oversees shelter staff in a shelter with 250 to 2,000 residents and may supervise multiple Type 3 Shelter Resident Services Team Leaders assigned as deputies	The Type 3 Shelter Resident Services Team Leader oversees shelter staff in a shelter with up to 250 residents and: <ol style="list-style-type: none"> 1. Supervises shelter staff assigned as deputies, when requested 2. Supervises shelter staff providing services to residents, including registration, dormitory management, staffing, and reunification support 3. Coordinates and oversees the delivery of health and mental health services, client casework, and support for residents with disabilities and access and functional needs (AFN) 4. Coordinates and oversees support to residents with service and assistance animals 5. Coordinates with the Shelter Facilities Support Team Leader to meet resident needs 	Not Specified
EDUCATION	Not Specified	Not Specified	Not Specified	Not Specified

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COMPONENT	TYPE 1	TYPE 2	TYPE 3	NOTES
TRAINING	Same as Type 2	Same as Type 3	1. IS-100: Introduction to the Incident Command System (ICS), ICS-100 2. IS-200: Basic Incident Command System for Initial Response, ICS-200 3. IS-368: Including People With Disabilities and Others with Access and Functional Needs in Disaster Operations 4. IS-405: Overview of Mass Care/Emergency Assistance 5. IS-700: National Incident Management System (NIMS), An Introduction 6. IS-800: National Response Framework (NRF), An Introduction 7. IS-2900: National Disaster Recovery Framework Overview 8. E0417: Mass Care/Emergency Assistance Shelter Field Guide Training, American Red Cross Shelter Operations and Simulation, or equivalent training, at the AHJ's determination	Identified equivalent trainings should meet or exceed course learning objectives.
EXPERIENCE	Same as Type 2, PLUS: Knowledge, Skills, and Abilities: Leadership skills and a demonstrated ability to manage large team operations Experience: 1. Successful completion of the National Qualification System (NQS) Position Task Book (PTB) for the National Incident Management System (NIMS) Type 1 Shelter Resident Services Team Leader, or equivalent Authority Having Jurisdiction (AHJ) documentation 2. Experience managing a large team of resident services staff in a complex environment	Same as Type 3, PLUS: 1. Successful completion of the NQS PTB for the NIMS Type 2 Shelter Resident Services Team Leader, or equivalent AHJ documentation 2. Direct supervisory experience with personnel 3. Experience leading shelter operations at a decision-making level in a facility of at least 250 residents, in at least three large incidents within the past five years 4. Experience managing and operating large venue events, providing a diverse array of services to support individual needs	Knowledge, Skills, and Abilities: 1. Understanding of coordination processes for multiple mass care services in a single location 2. Ability to solve operational problems in a shelter environment 3. Understanding of required shelter resident services 4. Ability to manage shelter staff Experience: 1. Successful completion of the NQS PTB for the NIMS Type 1 Shelter Resident Services Team Leader, or equivalent AHJ documentation 2. Experience managing support staff in a disaster environment 3. Experience managing and assigning a diverse workforce 4. Operations experience in a NIMS Type 3 shelter operation on at least two incidents within the past three years	Not Specified
PHYSICAL/MEDICAL FITNESS	Same as Type 2	Same as Type 3	Moderate	The NIMS Guideline for the NQS defines Physical/Medical Fitness levels for NQS positions.

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COMPONENT	TYPE 1	TYPE 2	TYPE 3	NOTES
CURRENCY	Same as Type 2	Same as Type 3	Functions in this position during an operational incident, planned event, exercise, drill, or simulation at least once every three years	Not Specified
PROFESSIONAL AND TECHNICAL LICENSES AND CERTIFICATIONS	Not Specified	Not Specified	Not Specified	Not Specified

NOTES

Nationally typed resources represent the minimum criteria for the associated category.

REFERENCES

1. FEMA, NIMS 508: Shelter Management Team
2. FEMA, NIMS 508: Evacuation Shelter
3. FEMA, NIMS 508: Long-Term Shelter
4. FEMA, NIMS 508: Short-Term Shelter
5. FEMA, National Qualification System (NQS) Position Task Book for Shelter Resident Services Team Leader, latest edition adopted
6. FEMA, National Incident Management System (NIMS), October 2017
7. FEMA, NIMS Guideline for the NQS, November 2017
8. FEMA, National Response Framework, June 2016
9. FEMA, Commonly Used Sheltering Items & Services Listing (CUSI-SL), March 2013
10. FEMA, Planning for Integration of Functional Needs Support Services in General Population Shelters, November 2010
11. International Association of Venue Managers (IAVM)/American Red Cross, Mega-Shelter Planning Guide, October 2010
12. National Mass Care Council (NMCC), Shelter Guidance Aid and Shelter Staffing Matrix (MASPT), October 2010
13. NMCC, Multi-Agency Sheltering/Sheltering Support Planning Template, October 2014
14. U.S. Department of Justice (DOJ), Americans with Disabilities Act (ADA) Checklist for Emergency Sheltering, July 2007
15. U.S. DOJ, Guidance on the 2010 ADA Standards for Accessible Design, September 2010